

# Comparisons of Job Characteristics

**Focus Occupation:** [First-Line Supervisors of Office and Administrative Support Workers \(43-1011\)](#)

**Associated Occupation:** [Receptionists and Information Clerks \(43-4171\)](#)

[Compare Knowledge](#)

[Compare Skills](#)

[Compare Abilities](#)

[Compare Detailed Work Activities](#)

[Compare Tools and Technologies](#)

<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

## Knowledge

Similarity of Focus Occupation to Associated Occupation: 78

**Focus Occupation:** First-Line Supervisors of Office and Administrative Support Workers (43-1011)

**Associated Occupation:** Receptionists and Information Clerks (43-4171)

Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Customer and Personal Service	11.3	15.5	16.7	0	Current knowledge level may be sufficient
Clerical	7.3	14.7	12.7	<	Expanded education and/or training may be required
Computers and Electronics	8.4	10.2	10.7	0	Current knowledge level may be sufficient

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Skills

Similarity of Focus Occupation to Associated Occupation: 87

**Focus Occupation:** First-Line Supervisors of Office and Administrative Support Workers (43-1011)

**Associated Occupation:** Receptionists and Information Clerks (43-4171)

Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Speaking	10.8	11.6	14.0	>	Skill level is likely sufficient
Active Listening	11.0	11.2	14.6	>>	Skill level is likely more than sufficient
Service Orientation	7.9	11.0	10.8	0	Current skill level may be sufficient

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Abilities

Similarity of Focus Occupation to Associated Occupation: 93

**Focus Occupation: First-Line Supervisors of Office and Administrative Support Workers (43-1011)**  
**Associated Occupation: Receptionists and Information Clerks (43-4171)**

Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Oral Expression	12.4	12.6	15.1	>	Current ability level is likely sufficient
Oral Comprehension	12.5	11.9	14.4	>	Current ability level is likely sufficient
Speech Recognition	9.9	11.2	12.5	>	Current ability level is likely sufficient
Speech Clarity	10.2	10.1	13.4	>>	Current ability level is likely more than sufficient
Written Comprehension	11.0	9.7	12.2	>	Current ability level is likely sufficient
Near Vision	11.1	9.3	12.2	>>	Current ability level is likely more than sufficient
Number Facility	6.3	6.7	7.7	>	Current ability level is likely sufficient
Memorization	5.6	6.1	7.2	>	Current ability level is likely sufficient

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Activities that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 74

**Focus Occupation: First-Line Supervisors of Office and Administrative Support Workers (43-1011)**  
**Associated Occupation: Receptionists and Information Clerks (43-4171)**

Work Activities	Exclusivity of Activity
Explain rules, policies or regulations	48
Maintain inventory of office forms	71
Maintain records, reports, or files	5
Maintain travel expense accounts	84
Resolve customer or public complaints	54
Schedule meetings or appointments	68
Schedule or contract meeting facilities	80

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Tools and Technologies that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 82

**Focus Occupation: First-Line Supervisors of Office and Administrative Support Workers (43-1011)**  
**Associated Occupation: Receptionists and Information Clerks (43-4171)**

Tools and Technologies	Exclusivity
Business function specific software	1
Calculating machines and accessories	3
Call management systems or accessories	19

Computer data input devices	2
Computers	1
Content authoring and editing software	1
Content management software	6
Data management and query software	1
Duplicating machines	6
Finance accounting and enterprise resource planning ERP software	2
Information exchange software	1
Network applications software	1
Personal communication devices	2

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.